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ABSTRACT

This report presents information pertaining to evaluations of Northern Virginia Community College (NVCC), collected through the 1996-97 graduate survey. The graduate survey is mailed annually to graduates and contains questions regarding educational goals, employment, and the impact of NVCC on its students. In 1997, there were 2,753 graduates, 936 of whom responded to the survey (34% response rate). The report is divided into six sections. Section 1 presents evaluations by all of the respondents and Sections 2 through 6 present the same information separately for graduates of each of the five campuses. Graduates evaluated 40 areas in four major categories: Education, Instruction, Faculty, and Services and Facilities. In ten of eleven Education areas, NVCC was rated excellent or good by more than 50% of respondents. Over 85% rated instruction as excellent or good in all three Instruction areas. Ratings for Faculty were in the good to excellent range for three of four areas. The exception was "Faculty Advisement," which was rated in the average to good range. For Facilities and Services, graduates rated NVCC in the average to good range for 20 of 22 areas. Contains 24 tables. A copy of the survey instrument is appended. (RDG)

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ED 437 089

# EVALUATION OF NVCC INSTRUCTION, SERVICES, AND FACILITIES BY 1997 GRADUATES

Research Report No. 19-99

Office of Institutional Research
Northern Virginia Community College

September 1999

JC000049



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# EVALUATION OF NVCC INSTRUCTION, SERVICES AND FACILITIES BY 1997 GRADUATES

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# EVALUATION OF NVCC INSTRUCTION, SERVICES, AND FACILITIES BY 1997 GRADUATES

## Introduction

This report presents information pertaining to evaluations of NVCC, collected through the 1996-1997 NVCC graduate survey. The graduate survey is mailed annually to graduates and contains questions regarding educational goals, employment, and the impact NVCC has had upon the continuing education of its graduates. The survey also allows graduates to evaluate their academic instruction at NVCC, their instructors, and the College facilities and services.[1]

The graduate survey asks students to rate their NVCC education in written and verbal communication skills, mathematics, computer competencies, and interpersonal skills. Graduates are also asked to evaluate the quality of NVCC instruction, course content and grading policies. In addition, the graduate survey presents a related section that asks graduates to evaluate the NVCC faculty in terms of concern for students, teaching ability, availability, and advisement. Graduates are also given the opportunity to evaluate College services and facilities in such areas as counseling, laboratory services, library services, financial aid, registration, and others. The major findings from the graduate survey were published in a separate report titled "Graduate Survey Report: Class of 1997, Research Report No. 16-99". A second report titled "Comments From 1997 NVCC Graduates by Campus, Research Report No. 13-99", which presented all of the written comments from the graduate survey, was made available to the NVCC Administrative Council and NVCC Board.

This report presents the evaluations given by 1996-1997 NVCC graduates and is divided into six sections.[2] Section I presents evaluations by all of the 1997 graduates on their overall education at NVCC, instruction, faculty, and College services and facilities. Sections II through VI present the same information separately for graduates from each of the five campuses.

The data in this report were not analyzed according to the demographics of the graduates. However, a brief profile of the graduates follows. There were 2,753 NVCC graduates in 1997 and of those students, 936 responded to the graduate survey (34% response rate). Forty-eight percent of the respondents were under 30 years of age and 28% of the respondents were between 30 and 39 years of age. The majority of the respondents (58%) were female. In addition, the majority of the respondents were White (69%), followed by Black respondents (13%), Asian respondents (9%), and Hispanic respondents (6%). There were slight differences between the racial composition of the respondents and the actual graduating class.

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[1] A copy of the survey instrument is attached at the end of the report.

[2] In order to simplify the reading of this report, graduates of the academic year of 1996-1997 who were surveyed will hereafter be referred to as 1997 graduates.

It should be noted that there is evidence in literature that those who respond to surveys are usually satisfied customers. This can result in higher positive evaluations and is known as the 'selection bias'. Many of the graduates, who were not satisfied with NVCC services, may not have responded to the graduate survey. Therefore, the graduate survey results could be slightly skewed in the positive direction. This selection bias should be considered when reviewing this report, as the evaluations may be slightly exaggerated.

# Section I: Evaluation of NVCC Instruction, Services, and Facilities By Respondents From All Campuses

**Evaluation of NVCC Education:**

Graduates evaluated 40 areas at NVCC by using a scale, which included the choices of 'Excellent', 'Good', 'Average', 'Below Average', 'Poor', or 'No Basis to Judge/Did Not Use'. The areas, which the graduates were asked to evaluate, fall into the following four major categories: Education, Instruction, Faculty, and Services and Facilities. It is important to note that the percentages shown for each category in the various tables are based on the number of responses for that particular question. The sample size varied due to changes in the number of graduates who responded to each question.

In addition, an overall average based on the respondents' ratings was calculated for each area. A response of 'Excellent' received 4 points, a response of 'Good' received 3 points, a response of 'Average' received 2 points, a response of 'Below Average' received 1 point, and a response of 'Poor' did not receive any points. The responses of 'No Basis to Judge' or 'Did Not Use' were not included in the calculation of the ratings. The points for each category were added and averaged to obtain an overall score, which was referred to as 'Rating (Average)' in the tables.

Table 1 presents the responses from the graduate survey question, "Considering Your Overall Experience, Rate Your Education at NVCC." With one exception, NVCC education was rated as either 'Excellent' or 'Good' by more than 50% of the respondents. The exception was for the area 'Understanding International Issues', where over 33% of the responses were 'No Basis to Judge'. Less than 3% of the responses in any of the areas were rated as 'Poor'.[3]

The evaluations for the various categories ranged from a 2.35 (above 'Average') to a 3.18 (slightly above 'Good'). Within Table 1, the area of 'Technical Knowledge in Your Area of Study' had the highest overall evaluation (3.18). Other areas with evaluations above 3.00 were 'Appreciating Other Points of View', 'Cooperating With Others', and 'Awareness of Many Cultures'.

[3] Due to numerical rounding, some of the percentage totals do not add to 100.

**Table 1: Rating of NVCC Education, All Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Writing Effectively | 25.8 | 46.0 | 21.8 | 1.7 | 0.7 | 4.0 | 2.98 | 845 |
| Speaking Effectively | 22.1 | 49.0 | 21.5 | 1.9 | 0.2 | 5.3 | 2.96 | 856 |
| Understanding Math | 19.0 | 37.6 | 27.1 | 4.2 | 0.7 | 11.5 | 2.79 | 794 |
| Using Computers | 19.4 | 33.4 | 27.4 | 6.5 | 2.5 | 10.8 | 2.68 | 795 |
| Understanding International Issues | 7.6 | 21.2 | 27.3 | 7.7 | 2.7 | 33.5 | 2.35 | 589 |
| Cooperating With Others | 28.9 | 42.6 | 20.5 | 1.7 | 0.7 | 5.6 | 3.03 | 842 |
| Providing Leadership | 21.1 | 35.6 | 25.7 | 3.7 | 1.5 | 12.4 | 2.81 | 763 |
| Appreciating Other Points of View | 29.8 | 43.6 | 20.6 | 1.2 | 0.0 | 4.8 | 3.07 | 841 |
| Awareness of Many Cultures | 28.8 | 38.4 | 20.7 | 2.4 | 0.6 | 9.2 | 3.02 | 807 |
| Technical Knowledge in Your Area of Study | 37.8 | 39.9 | 14.7 | 1.5 | 1.1 | 5.0 | 3.18 | 849 |
| Understanding Fundamental Scientific Concepts | 19.0 | 35.4 | 24.1 | 2.8 | 1.1 | 17.6 | 2.83 | 736 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Instruction:

Graduates were asked to rate the instruction at NVCC (see Table 2). Forty-seven percent of the respondents stated that the 'Quality of Instruction' was 'Good' followed by 44% stating that the quality was 'Excellent'. Fifty percent of the respondents stated that the 'Course Content' was 'Good', followed by 39% stating that it was 'Excellent'. 'Fairness of Grading' at NVCC was rated as 'Good' by 47% of the respondents and as 'Excellent' by 41%. All three categories were given an overall rating of above 'Good' (3.27 or greater).

**Table 2: Rating of NVCC Instruction, All Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Quality of Instruction | 43.6 | 46.6 | 9.2 | 0.6 | 0.1 | 0.0 | 3.33 | 906 |
| Course Content | 38.7 | 50.3 | 10.5 | 0.2 | 0.1 | 0.1 | 3.27 | 893 |
| Fairness of Grading | 40.7 | 47.1 | 11.2 | 0.3 | 0.7 | 0.0 | 3.27 | 907 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Faculty:

In addition to evaluating the NVCC instruction, graduates were also asked to evaluate the faculty at NVCC. Table 3 presents the responses from this section of the graduate survey. Over 44% of the respondents evaluated the 'Faculty Concern for Students' as 'Excellent' and 37% stated that it was 'Good'. Forty-four percent of the respondents evaluated the 'Faculty Teaching Ability' as 'Good', followed by 41% stating that it was 'Excellent'. Similarly, the largest percentage of respondents stated that both the 'Faculty Availability' and 'Faculty Advisement' were 'Good' (40% and 35% respectively). The advisement category was the only area that did not receive an overall rating above 'Good' (above a 3.0).

**Table 3: Rating of NVCC Faculty, All Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Faculty Concern for Students | 44.1 | 37.3 | 14.1 | 2.7 | 0.9 | 0.9 | 3.22 | 885 |
| Faculty Teaching Ability | 41.1 | 44.4 | 12.4 | 1.0 | 0.2 | 0.9 | 3.26 | 882 |
| Faculty Availability | 35.6 | 39.6 | 19.9 | 2.5 | 1.1 | 1.3 | 3.08 | 839 |
| Faculty Advisement | 32.1 | 35.0 | 22.0 | 4.7 | 2.7 | 3.4 | 2.92 | 855 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Services and Facilities:

Table 4 presents the evaluations given by graduates on College services and facilities. There were 22 different categories that the graduates were asked to evaluate. The response of 'Good' was stated most frequently in eleven different categories: 'Bookstore', 'Career & Educational Planning Services', 'Classrooms', 'Computer Labs', 'Course & Program Advisement', 'Library Facilities', 'Maintenance Services', 'Parking', 'Physical Access to the College', 'Registration', and 'Testing Lab Services'. There were ten categories where the largest proportion of respondents stated that they 'Did Not Use' this College service: 'Campus Security', 'ELI Services', 'Financial Aid', 'Learning Lab Facilities', 'Learning Lab Services', 'Personal Counseling', 'Science Labs', 'Services for Students with Disabilities', 'Student Activities', and 'Writing Lab Services'. Only one category, 'Registration', had an overall rating above 'Good' or above a 3.0 with almost all of the respondents using the service. Though 'ELI Services' had a rating of 3.07, it was used only by 41% of the respondents. The remaining categories had overall ratings ranging from a 2.09 ('Average') to a 2.92 (slightly below 'Good'). Parking services had the largest percentage of 'Poor' evaluations (8.3%) among the College services and facilities categories.

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## Table 4: Rating of College Services & Facilities, All Respondents

| | Excellent | Good | Average | Below Average | Poor | Not Used | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Bookstore | 14.8 | 42.8 | 32.1 | 5.4 | 3.6 | 1.2 | 2.60 | 873 |
| Cafeteria | 3.8 | 23.8 | 35.7 | 10.4 | 6.9 | 19.3 | 2.09 | 664 |
| Campus Security Services | 10.9 | 26.0 | 22.7 | 2.5 | 2.8 | 35.2 | 2.61 | 554 |
| Career & Educational Planning Services | 16.8 | 28.6 | 19.5 | 2.8 | 3.8 | 28.4 | 2.72 | 605 |
| Classrooms | 10.0 | 40.5 | 41.1 | 6.5 | 1.4 | 0.5 | 2.51 | 838 |
| Computer Labs & Facilities | 11.3 | 33.4 | 25.5 | 8.2 | 2.4 | 19.2 | 2.53 | 672 |
| Course & Program Advisement | 21.7 | 34.9 | 24.7 | 5.2 | 3.3 | 10.3 | 2.74 | 766 |
| Extended Learning Institute Services (ELI) | 14.9 | 16.5 | 8.4 | 1.2 | 0.5 | 58.6 | 3.07 | 351 |
| Financial Aid | 8.6 | 12.5 | 9.6 | 2.6 | 1.9 | 64.8 | 2.66 | 290 |
| Learning Lab Facilities | 8.0 | 19.2 | 14.7 | 1.1 | 0.4 | 56.6 | 2.77 | 353 |
| Learning Lab Services | 11.9 | 28.6 | 12.7 | 0.6 | 0.8 | 45.3 | 2.92 | 451 |
| Library Facilities | 21.6 | 45.3 | 25.1 | 1.7 | 1.2 | 5.1 | 2.89 | 786 |
| Maintenance & Custodial Services | 9.6 | 31.8 | 23.5 | 4.9 | 1.9 | 28.3 | 2.59 | 617 |
| Parking | 11.6 | 36.7 | 33.9 | 7.6 | 8.3 | 1.9 | 2.36 | 814 |
| Personal Counseling | 20.3 | 26.0 | 18.4 | 5.1 | 3.4 | 26.9 | 2.75 | 628 |
| Physical Access | 12.2 | 38.6 | 30.3 | 1.3 | 0.9 | 16.7 | 2.72 | 721 |
| Registration | 37.1 | 43.0 | 16.5 | 1.8 | 1.2 | 0.5 | 3.13 | 862 |
| Science Labs & Equipment | 7.7 | 31.5 | 22.4 | 4.1 | 1.4 | 32.9 | 2.59 | 558 |
| Services For Students With Disabilities | 4.4 | 10.1 | 5.4 | 0.6 | 0.5 | 79.1 | 2.83 | 178 |
| Student Activities | 5.0 | 15.4 | 12.3 | 3.5 | 1.4 | 62.5 | 2.51 | 315 |
| Testing Lab Services | 17.4 | 42.3 | 19.8 | 1.2 | 1.5 | 17.8 | 2.89 | 701 |
| Writing Lab Services | 8.3 | 18.3 | 11.2 | 0.9 | 0.9 | 60.5 | 2.82 | 322 |

* In calculating the 'Rating' for each category, the 'Did Not Use' responses were not included.

# Section II: Evaluation of NVCC Instruction, Services, and Facilities By Alexandria Campus Respondents

## Evaluation of NVCC Education:

Table 5 presents the evaluations from Alexandria Campus graduates on their overall educational experience. The highest overall rating of 3.22 was for the category 'Technical Knowledge in Your Area of Study', with 40% of the respondents indicating that their preparation in this area was 'Excellent'. The category 'Understanding International Issues' had the largest percentage of respondents stating that there was 'No Basis to Judge' (35%). The largest proportion of the responses for each of the remaining categories was 'Good'.

**Table 5: Rating of NVCC Education, Alexandria Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Writing Effectively | 27.3 | 43.5 | 20.2 | 2.8 | 1.2 | 5.1 | 2.98 | 240 |
| Speaking Effectively | 23.1 | 47.7 | 20.5 | 2.7 | 0.0 | 6.1 | 2.97 | 248 |
| Understanding Math | 21.1 | 32.7 | 26.7 | 4.5 | 0.4 | 14.7 | 2.81 | 227 |
| Using Computers | 21.8 | 30.0 | 26.1 | 8.2 | 1.9 | 12.1 | 2.70 | 226 |
| Understanding International Issues | 6.6 | 21.1 | 27.3 | 6.6 | 3.1 | 35.2 | 2.33 | 166 |
| Cooperating With Others | 30.5 | 39.4 | 22.0 | 1.5 | 0.4 | 6.2 | 3.05 | 243 |
| Providing Leadership | 22.8 | 30.3 | 26.8 | 3.5 | 1.6 | 15.0 | 2.81 | 216 |
| Appreciating Other Points of View | 27.9 | 43.0 | 22.1 | 1.6 | 0.0 | 5.4 | 3.03 | 244 |
| Awareness of Many Cultures | 27.4 | 39.4 | 21.2 | 1.9 | 0.8 | 9.3 | 3.00 | 235 |
| Technical Knowledge in Your Area of Study | 40.4 | 38.8 | 15.0 | 0.4 | 1.2 | 4.2 | 3.22 | 249 |
| Understanding Fundamental Scientific Concepts | 20.3 | 38.7 | 21.8 | 1.1 | 1.1 | 16.9 | 2.91 | 217 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Instruction:

The evaluation of NVCC instruction by Alexandria Campus graduates is presented in Table 6. Over 47% of the respondents rated the 'Quality of Instruction' as 'Excellent', followed by 45% rating it as 'Good'. This category received a slightly higher rating from the Alexandria Campus respondents compared to the College. The largest proportion of respondents rated both the categories of 'Course Content' and 'Fairness of Grading' as good (47% and 48% respectively).

**Table 6: Rating of NVCC Instruction, Alexandria Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Quality of Instruction | 47.2 | 45.3 | 6.0 | 1.1 | 0.4 | 0.0 | 3.38 | 267 |
| Course Content | 41.6 | 46.6 | 11.1 | 0.4 | 0.4 | 0.0 | 3.29 | 262 |
| Fairness of Grading | 40.4 | 47.5 | 10.6 | 0.4 | 1.1 | 0.0 | 3.26 | 265 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Faculty:

As shown in Table 7, the highest overall evaluation was given to the category 'Faculty Teaching Ability' (3.27), where 43% of the respondents stated that the teaching ability at the Alexandria Campus was 'Excellent'. A high overall evaluation was also given to the category 'Faculty Concern for Students' (3.23). Over 44% of the respondents stated that this category was 'Excellent' followed by 36% stating that it was 'Good' (see Table 7).

**Table 7: Rating of NVCC Faculty, Alexandria Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Faculty Concern for Students | 44.5 | 35.8 | 15.8 | 1.5 | 1.1 | 1.1 | 3.23 | 262 |
| Faculty Teaching Ability | 43.0 | 41.9 | 11.3 | 1.5 | 0.8 | 1.5 | 3.27 | 261 |
| Faculty Availability | 34.4 | 38.9 | 20.2 | 2.8 | 1.2 | 2.4 | 3.05 | 241 |
| Faculty Advisement | 34.2 | 30.0 | 23.0 | 4.3 | 3.5 | 5.1 | 2.92 | 244 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Services and Facilities:

The highest overall evaluation for the services and facilities on the Alexandria Campus was for 'Registration', which had over 38% of the responses as 'Excellent' and 44% of the responses as 'Good'. The 'Library Facilities' at the Alexandria Campus were also given a high evaluation, with 23% of the responses as 'Excellent' and 46% as 'Good' (see Table 8).



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## Table 8: Rating of College Services & Facilities, Alexandria Campus Respondents

| | Excellent | Good | Average | Below Average | Poor | Not Used | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Bookstore | 16.3 | 42.0 | 31.9 | 5.1 | 4.3 | 0.4 | 2.61 | 256 |
| Cafeteria | 4.5 | 23.6 | 32.2 | 13.2 | 7.0 | 19.4 | 2.07 | 195 |
| Campus Security Services | 11.2 | 27.9 | 21.9 | 3.6 | 2.8 | 32.7 | 2.61 | 169 |
| Career & Educational Planning Services | 16.9 | 27.6 | 18.5 | 3.5 | 2.8 | 30.7 | 2.76 | 176 |
| Classrooms | 12.4 | 41.1 | 35.7 | 7.5 | 2.9 | 0.4 | 2.53 | 240 |
| Computer Labs & Facilities | 14.2 | 34.2 | 20.8 | 8.3 | 1.7 | 20.8 | 2.64 | 190 |
| Course & Program Advisement | 23.6 | 31.1 | 22.4 | 7.1 | 4.3 | 11.4 | 2.71 | 225 |
| Extended Learning Institute Services (ELI) | 13.1 | 14.3 | 10.4 | 0.4 | 0.8 | 61.0 | 2.99 | 98 |
| Financial Aid | 8.0 | 10.5 | 7.1 | 2.1 | 2.5 | 69.7 | 2.64 | 72 |
| Learning Lab Facilities | 8.5 | 18.6 | 12.3 | 1.3 | 0.4 | 58.9 | 2.81 | 97 |
| Learning Lab Services | 13.7 | 24.2 | 10.5 | 0.8 | 1.6 | 49.2 | 2.94 | 126 |
| Library Facilities | 23.2 | 45.9 | 23.2 | 2.0 | 0.8 | 4.9 | 2.93 | 234 |
| Maintenance & Custodial Services | 9.9 | 32.0 | 23.7 | 5.9 | 2.0 | 26.5 | 2.57 | 186 |
| Parking | 12.9 | 39.9 | 29.0 | 7.7 | 8.5 | 2.0 | 2.42 | 243 |
| Personal Counseling | 21.4 | 23.0 | 16.3 | 5.6 | 4.4 | 29.4 | 2.73 | 178 |
| Physical Access | 13.0 | 41.7 | 29.9 | 1.6 | 1.6 | 12.2 | 2.72 | 223 |
| Registration | 38.1 | 44.0 | 15.5 | 1.6 | 0.8 | 0.0 | 3.17 | 252 |
| Science Labs & Equipment | 10.8 | 28.6 | 18.7 | 4.1 | 2.5 | 35.3 | 2.63 | 156 |
| Services For Students With Disabilities | 4.0 | 11.2 | 6.0 | 0.4 | 0.0 | 78.4 | 2.87 | 54 |
| Student Activities | 6.1 | 14.2 | 12.2 | 4.1 | 1.2 | 62.2 | 2.53 | 93 |
| Testing Lab Services | 17.1 | 43.0 | 18.6 | 1.9 | 0.8 | 18.6 | 2.90 | 210 |
| Writing Lab Services | 9.2 | 17.5 | 12.1 | 1.2 | 1.2 | 58.8 | 2.78 | 99 |

* In calculating the 'Rating' for each category, the 'Did Not Use' responses were not included.

# Section III: Evaluation of NVCC Instruction, Services, and Facilities By Annandale Campus Respondents

## Evaluation of NVCC Education:

Table 9 presents the responses from Annandale Campus graduates who rated their NVCC education. The highest overall evaluation was for the category 'Technical Knowledge in Your Area of Study' with a rating of 3.14 (above 'Good'). This category had 42% of the respondents stating that it was 'Good', followed by 35% stating that it was 'Excellent'. 'Appreciating Other Points of View' was also evaluated at a high level with 46% of the respondents stating that this area was 'Good' at the Annandale Campus and 28% stating that it was 'Excellent'.

**Table 9: Rating of NVCC Education, Annandale Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Writing Effectively | 22.5 | 51.2 | 20.9 | 1.1 | 0.5 | 3.8 | 2.98 | 359 |
| Speaking Effectively | 18.8 | 54.1 | 20.4 | 1.6 | 0.5 | 4.5 | 2.93 | 360 |
| Understanding Math | 17.9 | 39.6 | 28.6 | 4.3 | 0.8 | 8.8 | 2.76 | 341 |
| Using Computers | 16.2 | 36.4 | 27.8 | 7.5 | 3.0 | 9.2 | 2.61 | 337 |
| Understanding International Issues | 7.3 | 20.7 | 27.4 | 8.1 | 2.2 | 34.4 | 2.35 | 244 |
| Cooperating With Others | 25.7 | 45.9 | 20.5 | 1.6 | 1.1 | 5.1 | 2.99 | 351 |
| Providing Leadership | 18.6 | 39.4 | 26.1 | 3.1 | 1.7 | 11.1 | 2.79 | 320 |
| Appreciating Other Points of View | 28.3 | 46.3 | 19.9 | 1.1 | 0.0 | 4.4 | 3.07 | 351 |
| Awareness of Many Cultures | 27.9 | 37.5 | 23.1 | 2.4 | 0.5 | 8.6 | 2.98 | 341 |
| Technical Knowledge in Your Area of Study | 35.2 | 41.9 | 15.2 | 1.9 | 1.1 | 4.8 | 3.14 | 357 |
| Understanding Fundamental Scientific Concepts | 17.5 | 36.0 | 25.3 | 2.7 | 1.3 | 17.2 | 2.79 | 308 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Instruction:

The graduates also evaluated the instruction at the Annandale Campus in terms of quality, course content, and fairness of grading. Forty-three percent of the respondents stated that the 'Quality of Instruction' was 'Excellent', followed by 46% stating that it was 'Good'. Thirty-nine percent of the respondents stated that the quality of the 'Course Content' was 'Excellent' and 50% of the respondents stated that it was 'Good'. In addition, approximately the same percentage of graduates stated that the 'Fairness of Grading' was either 'Excellent' or 'Good' (43% and 44% respectively). Less than 1% of the respondents stated that any of the three areas were either 'Below Average' or 'Poor' (see Table 10).

**Table 10: Rating of NVCC Instruction, Annandale Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Quality of Instruction | 42.7 | 45.9 | 11.1 | 0.3 | 0.0 | 0.0 | 3.31 | 377 |
| Course Content | 38.5 | 49.6 | 11.9 | 0.0 | 0.0 | 0.0 | 3.27 | 371 |
| Fairness of Grading | 42.8 | 43.6 | 13.0 | 0.3 | 0.3 | 0.0 | 3.28 | 376 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Faculty:

Table 11 presents evaluations by Annandale Campus graduates regarding NVCC faculty. The highest evaluation was for the category 'Faculty Teaching Ability' which had 40% of the responses as 'Excellent' and 44% as 'Good'. The next highest evaluation was for the category 'Faculty Concern for Students'. Over 43% of the evaluations were 'Excellent' in this area and 40% of the evaluations were 'Good'.

**Table 11: Rating of NVCC Faculty, Annandale Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Faculty Concern for Students | 42.6 | 39.6 | 12.1 | 4.0 | 0.8 | 0.8 | 3.20 | 368 |
| Faculty Teaching Ability | 40.3 | 43.6 | 14.7 | 0.5 | 0.0 | 0.8 | 3.25 | 364 |
| Faculty Availability | 37.4 | 36.0 | 21.3 | 3.4 | 1.4 | 0.6 | 3.05 | 354 |
| Faculty Advisement | 31.2 | 36.3 | 21.4 | 5.4 | 3.0 | 2.7 | 2.90 | 359 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Services and Facilities:

The evaluations from Annandale Campus graduates on services and facilities are presented in Table 12. The area of 'Registration' was given the highest evaluation, with 39% of the respondents evaluating it as 'Excellent' and 43% evaluating it as 'Good'. 'Library Facilities' was also given a high evaluation, with 22% of the respondents evaluating it as 'Excellent' and 46% evaluating it as 'Good'.

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## Table 12: Rating of College Services & Facilities, Annandale Campus Respondents

| | Excellent | Good | Average | Below Average | Poor | Not Used | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Bookstore | 15.0 | 43.1 | 31.9 | 6.0 | 2.5 | 1.6 | 2.63 | 361 |
| Cafeteria | 3.4 | 22.9 | 39.3 | 8.6 | 5.7 | 20.1 | 2.12 | 279 |
| Campus Security Services | 10.5 | 26.3 | 22.9 | 2.3 | 2.5 | 35.6 | 2.62 | 228 |
| Career & Educational Planning Services | 17.8 | 27.8 | 19.8 | 1.4 | 4.3 | 28.9 | 2.75 | 248 |
| Classrooms | 9.4 | 41.7 | 42.5 | 5.3 | 0.3 | 0.8 | 2.55 | 357 |
| Computer Labs & Facilities | 11.0 | 33.1 | 26.6 | 9.3 | 2.5 | 17.5 | 2.49 | 292 |
| Course & Program Advisement | 21.8 | 36.9 | 22.3 | 3.6 | 2.8 | 12.6 | 2.81 | 313 |
| Extended Learning Institute Services (ELI) | 14.9 | 18.0 | 6.7 | 1.7 | 0.3 | 58.4 | 3.09 | 148 |
| Financial Aid | 9.5 | 13.3 | 10.1 | 3.5 | 0.9 | 62.8 | 2.73 | 129 |
| Learning Lab Facilities | 6.5 | 21.5 | 15.3 | 0.9 | 0.6 | 55.2 | 2.72 | 152 |
| Learning Lab Services | 11.2 | 30.8 | 12.7 | 0.3 | 0.9 | 44.1 | 2.92 | 189 |
| Library Facilities | 21.8 | 46.3 | 24.1 | 1.7 | 1.4 | 4.6 | 2.89 | 332 |
| Maintenance & Custodial Services | 10.8 | 34.2 | 21.1 | 4.4 | 1.7 | 27.8 | 2.67 | 260 |
| Parking | 11.5 | 38.6 | 32.0 | 7.8 | 8.4 | 1.7 | 2.38 | 341 |
| Personal Counseling | 20.2 | 27.1 | 18.0 | 3.3 | 3.3 | 28.0 | 2.80 | 260 |
| Physical Access | 11.9 | 39.0 | 29.3 | 0.8 | 0.6 | 18.5 | 2.75 | 295 |
| Registration | 38.5 | 43.1 | 14.0 | 1.9 | 1.9 | 0.5 | 3.15 | 362 |
| Science Labs & Equipment | 6.3 | 35.6 | 21.1 | 4.6 | 1.1 | 31.3 | 2.60 | 241 |
| Services For Students With Disabilities | 4.5 | 8.9 | 4.2 | 1.1 | 0.6 | 80.7 | 2.81 | 69 |
| Student Activities | 4.6 | 15.6 | 14.1 | 3.7 | 0.9 | 61.1 | 2.50 | 135 |
| Testing Lab Services | 16.9 | 43.2 | 19.2 | 0.8 | 2.0 | 17.8 | 2.88 | 291 |
| Writing Lab Services | 7.8 | 19.2 | 11.3 | 0.9 | 0.9 | 59.9 | 2.80 | 138 |

* In calculating the 'Rating' for each category, the 'Did Not Use' responses were not included.

# Section IV: Evaluation of NVCC Instruction, Services, and Facilities By Loudoun Campus Respondents

## Evaluation of NVCC Education:

The evaluations from Loudoun Campus graduates on their NVCC education are presented in Table 13. Similar to both Alexandria and Annandale Campus evaluations, the area 'Technical Knowledge in Your Area of Study' had the highest rating for Loudoun Campus graduates. Forty percent of the respondents stated that this area was 'Excellent' and 40% stated that this area was 'Good'. The second highest evaluation was in the area of 'Writing Effectively' in which 30% of the responses were 'Excellent' and 43% of the responses were 'Good'. The third highest evaluation was in the area of 'Awareness of Many Cultures' which had an overall rating of 3.03 or slightly above 'Good'.

**Table 13: Rating of NVCC Education, Loudoun Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Writing Effectively | 30.0 | 42.5 | 25.0 | 0.0 | 0.0 | 2.5 | 3.05 | 78 |
| Speaking Effectively | 25.6 | 42.7 | 26.8 | 1.2 | 0.0 | 3.7 | 2.96 | 79 |
| Understanding Math | 15.7 | 44.6 | 26.5 | 3.6 | 0.0 | 9.6 | 2.80 | 75 |
| Using Computers | 20.5 | 34.9 | 27.7 | 3.6 | 2.4 | 10.8 | 2.76 | 74 |
| Understanding International Issues | 9.6 | 26.5 | 22.9 | 10.8 | 2.4 | 27.7 | 2.42 | 60 |
| Cooperating With Others | 22.9 | 48.2 | 22.9 | 1.2 | 1.2 | 3.6 | 2.94 | 80 |
| Providing Leadership | 14.8 | 38.3 | 33.3 | 2.5 | 2.5 | 8.6 | 2.66 | 74 |
| Appreciating Other Points of View | 25.6 | 43.9 | 23.2 | 2.4 | 0.0 | 4.9 | 2.97 | 78 |
| Awareness of Many Cultures | 21.5 | 49.4 | 13.9 | 2.5 | 0.0 | 12.7 | 3.03 | 69 |
| Technical Knowledge in Your Area of Study | 40.2 | 40.2 | 11.0 | 0.0 | 1.2 | 7.3 | 3.28 | 76 |
| Understanding Fundamental Scientific Concepts | 14.5 | 34.9 | 27.7 | 6.0 | 1.2 | 15.7 | 2.66 | 70 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Instruction:

Table 14 presents the evaluations from Loudoun Campus graduates on the instruction that they received while at NVCC. Over 39% of the respondents stated that the 'Quality of Instruction' was 'Excellent', followed by 52% stating that it was 'Good'. Over 35% of the respondents stated that the 'Course Content' was 'Excellent' followed by 61% stating that it was 'Good'. Graduates also evaluated the 'Fairness of Grading' in which 32% stated that it was 'Excellent', followed by 56% stating that it was 'Good'. None of the respondents evaluated the NVCC instruction as either 'Below Average' or 'Poor'.



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**Table 14: Rating of NVCC Instruction, Loudoun Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Quality of Instruction | 39.2 | 51.9 | 8.9 | 0.0 | 0.0 | 0.0 | 3.30 | 79 |
| Course Content | 35.4 | 60.8 | 3.8 | 0.0 | 0.0 | 0.0 | 3.32 | 79 |
| Fairness of Grading | 32.1 | 55.6 | 12.3 | 0.0 | 0.0 | 0.0 | 3.20 | 81 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Faculty:

The ratings of NVCC faculty by Loudoun Campus graduates are presented in Table 15. Approximately 42% of the respondents evaluated the 'Faculty Concern for Students' as 'Excellent' and 35% evaluated it as 'Good'. The 'Faculty Teaching Ability' was given the highest evaluation (an overall rating of 3.29) within this category, with 42% of the respondents stating it was 'Excellent' and 48% stating it was 'Good'. Both the 'Faculty Availability' and 'Faculty Advisement' categories had slightly lower evaluations, each with an overall rating of 2.99 (slightly below 'Good').

**Table 15: Rating of NVCC Faculty, Loudoun Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Faculty Concern for Students | 41.8 | 35.4 | 19.0 | 3.8 | 0.0 | 0.0 | 3.15 | 79 |
| Faculty Teaching Ability | 41.8 | 48.1 | 7.6 | 2.5 | 0.0 | 0.0 | 3.29 | 79 |
| Faculty Availability | 29.5 | 42.3 | 24.4 | 1.3 | 1.3 | 1.3 | 2.99 | 77 |
| Faculty Advisement | 32.1 | 37.2 | 26.9 | 1.3 | 1.3 | 1.3 | 2.99 | 77 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Services and Facilities:

Table 16 shows the evaluations of NVCC services and facilities by Loudoun Campus graduates. The highest evaluation in this category was for 'Registration', which had 29% of the graduates stating that it was 'Excellent' and 42% stating that it was 'Good'. 'Services for Students With Disabilities' had the second highest evaluation with an overall rating of 2.95 (slightly below 'Good').

## Table 16: Rating of College Services & Facilities, Loudoun Campus Respondents

| | Excellent | Good | Average | Below Average | Poor | Not Used | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Bookstore | 11.1 | 43.2 | 33.3 | 6.2 | 6.2 | 0.0 | 2.47 | 81 |
| Cafeteria | 4.1 | 23.0 | 31.1 | 8.1 | 12.2 | 21.6 | 1.98 | 58 |
| Campus Security Services | 10.1 | 22.8 | 21.5 | 2.5 | 3.8 | 39.2 | 2.54 | 48 |
| Career & Educational Planning Services | 11.3 | 36.6 | 22.5 | 2.8 | 5.6 | 21.1 | 2.57 | 56 |
| Classrooms | 6.8 | 39.2 | 41.9 | 9.5 | 2.7 | 0.0 | 2.38 | 74 |
| Computer Labs & Facilities | 8.0 | 34.7 | 28.0 | 4.0 | 2.7 | 22.7 | 2.53 | 58 |
| Course & Program Advisement | 17.6 | 41.9 | 28.4 | 4.1 | 5.4 | 2.7 | 2.64 | 72 |
| Extended Learning Institute Services (ELI) | 14.7 | 17.3 | 14.7 | 1.3 | 1.3 | 50.7 | 2.86 | 37 |
| Financial Aid | 4.1 | 12.3 | 19.2 | 1.4 | 4.1 | 58.9 | 2.27 | 30 |
| Learning Lab Facilities | 12.0 | 12.0 | 22.7 | 2.7 | 0.0 | 50.7 | 2.68 | 37 |
| Learning Lab Services | 13.3 | 25.3 | 24.0 | 0.0 | 0.0 | 37.3 | 2.83 | 47 |
| Library Facilities | 20.0 | 38.7 | 30.7 | 2.7 | 1.3 | 6.7 | 2.79 | 70 |
| Maintenance & Custodial Services | 5.2 | 29.9 | 28.6 | 3.9 | 2.6 | 29.9 | 2.44 | 54 |
| Parking | 10.8 | 32.4 | 40.5 | 9.5 | 6.8 | 0.0 | 2.31 | 74 |
| Personal Counseling | 20.5 | 24.4 | 24.4 | 6.4 | 5.1 | 19.2 | 2.60 | 63 |
| Physical Access | 8.9 | 30.4 | 40.5 | 2.5 | 0.0 | 17.7 | 2.55 | 65 |
| Registration | 28.6 | 41.6 | 28.6 | 0.0 | 1.3 | 0.0 | 2.96 | 77 |
| Science Labs & Equipment | 5.3 | 28.0 | 36.0 | 2.7 | 1.3 | 26.7 | 2.45 | 55 |
| Services For Students With Disabilities | 8.0 | 10.7 | 9.3 | 0.0 | 0.0 | 72.0 | 2.95 | 21 |
| Student Activities | 5.2 | 19.5 | 10.4 | 2.6 | 5.2 | 57.1 | 2.39 | 33 |
| Testing Lab Services | 16.0 | 40.0 | 29.3 | 1.3 | 2.7 | 10.7 | 2.73 | 67 |
| Writing Lab Services | 9.5 | 16.2 | 17.6 | 0.0 | 1.4 | 55.4 | 2.73 | 33 |

* In calculating the 'Rating' for each category, the 'Did Not Use' responses were not included.

# Section V: Evaluation of NVCC Instruction, Services and Facilities By Manassas Campus Respondents

## Evaluation of NVCC Education:

Evaluations from Manassas Campus graduates concerning their overall NVCC educational experience are presented in Table 17. 'Appreciating Other Points of View' received the highest evaluation. Approximately 47% of the respondents evaluated this area as 'Excellent' and 29% evaluated it as 'Good'. The second highest evaluation was for 'Awareness of Many Cultures' with 43% of the responses being 'Excellent' and 30% of the responses being 'Good'. Unlike the other campuses, Manassas graduates had higher evaluations for areas related to interpersonal skills than areas pertaining to the technical aspects of their NVCC education.

**Table 17: Rating of NVCC Education, Manassas Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Writing Effectively | 36.2 | 37.9 | 24.1 | 1.7 | 0.0 | 0.0 | 3.09 | 58 |
| Speaking Effectively | 27.4 | 37.1 | 25.8 | 3.2 | 0.0 | 6.5 | 2.95 | 58 |
| Understanding Math | 15.0 | 38.3 | 28.3 | 3.3 | 0.0 | 15.0 | 2.76 | 51 |
| Using Computers | 28.6 | 22.2 | 30.2 | 3.2 | 4.8 | 11.1 | 2.75 | 56 |
| Understanding International Issues | 6.6 | 16.4 | 37.7 | 4.9 | 0.0 | 34.4 | 2.38 | 40 |
| Cooperating With Others | 38.7 | 32.3 | 17.7 | 1.6 | 0.0 | 9.7 | 3.20 | 56 |
| Providing Leadership | 26.7 | 30.0 | 25.0 | 1.7 | 1.7 | 15.0 | 2.92 | 51 |
| Appreciating Other Points of View | 46.8 | 29.0 | 16.1 | 0.0 | 0.0 | 8.1 | 3.33 | 57 |
| Awareness of Many Cultures | 42.6 | 29.5 | 19.7 | 1.6 | 0.0 | 6.6 | 3.21 | 57 |
| Technical Knowledge in Your Area of Study | 39.3 | 31.1 | 16.4 | 4.9 | 0.0 | 8.2 | 3.14 | 56 |
| Understanding Fundamental Scientific Concepts | 24.2 | 25.8 | 27.4 | 1.6 | 0.0 | 21.0 | 2.92 | 49 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Instruction:

The majority (50%) of the Manassas Campus graduates evaluated the 'Quality of Instruction' as 'Excellent', followed by 42% evaluating it as 'Good'. This was the highest evaluation given for this category among all of the campuses and the College. Thirty-eight percent of the graduates rated the 'Course Content' category as 'Excellent' and 54% stated that it was 'Good'. In addition, 43% of the respondents stated that the 'Fairness of Grading' was 'Excellent' and 48% stated that it was 'Good' (see Table 18).


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**Table 18: Rating of NVCC Instruction, Manassas Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Quality of Instruction | 50.0 | 41.9 | 8.1 | 0.0 | 0.0 | 0.0 | 3.42 | 62 |
| Course Content | 37.7 | 54.1 | 8.2 | 0.0 | 0.0 | 0.0 | 3.30 | 61 |
| Fairness of Grading | 42.9 | 47.6 | 6.3 | 1.6 | 1.6 | 0.0 | 3.29 | 63 |

* In calculating the 'Rating' category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Faculty:

Table 19 presents the evaluations of NVCC faculty by Manassas Campus graduates. Forty-seven percent of the respondents stated that 'Faculty Concern for Students' was 'Excellent' and 37% stated that it was 'Good'. 'Faculty Teaching Ability' was given the highest rating within the faculty evaluations, with 84% of the respondents stating that it was either 'Excellent' or 'Good'. Half of the respondents stated that 'Faculty Availability' was 'Good', followed by 33% stating that it was 'Excellent'. 'Faculty Advisement' had an overall rating of above 'Good' (3.05), however, approximately 7% of the respondents stated that it was 'Below Average'.

**Table 19: Rating of NVCC Faculty, Manassas Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Faculty Concern for Students | 46.7 | 36.7 | 13.3 | 1.7 | 1.7 | 0.0 | 3.25 | 60 |
| Faculty Teaching Ability | 42.6 | 41.0 | 16.4 | 0.0 | 0.0 | 0.0 | 3.26 | 61 |
| Faculty Availability | 32.8 | 50.0 | 17.2 | 0.0 | 0.0 | 0.0 | 3.16 | 58 |
| Faculty Advisement | 37.1 | 38.7 | 14.5 | 6.5 | 1.6 | 1.6 | 3.05 | 61 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Services and Facilities:

Similar to the other campuses and the College, 'Registration' was evaluated highly by Manassas Campus graduates (see Table 20). Forty-one percent of the respondents stated that 'Registration' was 'Excellent' and 38% stated that it was 'Good'. In addition, 'Library Facilities' had an overall evaluation of 2.85 with 91% of the respondents using this facility. The 'Writing Lab Services' category was also evaluated highly with an overall average just below 'Good' (2.95). However, 67% of the respondents stated that they did not use this service.

## Table 20: Rating of College Services & Facilities, Manassas Campus Respondents

| | Excellent | Good | Average | Below Average | Poor | Not Used | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Bookstore | 15.0 | 46.7 | 28.3 | 5.0 | 1.7 | 3.3 | 2.71 | 58 |
| Cafeteria | 3.9 | 25.5 | 27.5 | 15.7 | 3.9 | 23.5 | 2.13 | 39 |
| Campus Security Services | 10.0 | 26.7 | 21.7 | 1.7 | 3.3 | 36.7 | 2.61 | 38 |
| Career & Educational Planning Services | 11.9 | 35.6 | 18.6 | 3.4 | 5.1 | 25.4 | 2.61 | 44 |
| Classrooms | 7.3 | 41.8 | 43.6 | 7.3 | 0.0 | 0.0 | 2.49 | 55 |
| Computer Labs & Facilities | 10.5 | 33.3 | 24.6 | 7.0 | 5.3 | 19.3 | 2.46 | 46 |
| Course & Program Advisement | 22.2 | 40.7 | 25.9 | 1.9 | 5.6 | 3.7 | 2.75 | 52 |
| Extended Learning Institute Services (ELI) | 10.3 | 17.2 | 3.4 | 0.0 | 0.0 | 69.0 | 3.22 | 18 |
| Financial Aid | 16.9 | 11.9 | 5.1 | 3.4 | 5.1 | 57.6 | 2.76 | 25 |
| Learning Lab Facilities | 1.8 | 23.2 | 14.3 | 0.0 | 0.0 | 60.7 | 2.68 | 22 |
| Learning Lab Services | 10.2 | 32.2 | 13.6 | 0.0 | 0.0 | 44.1 | 2.94 | 33 |
| Library Facilities | 18.9 | 45.3 | 22.6 | 1.9 | 1.9 | 9.4 | 2.85 | 48 |
| Maintenance & Custodial Services | 11.9 | 32.2 | 20.3 | 1.7 | 0.0 | 33.9 | 2.82 | 39 |
| Parking | 9.8 | 31.4 | 45.1 | 7.8 | 2.0 | 3.9 | 2.41 | 49 |
| Personal Counseling | 20.3 | 32.2 | 15.3 | 8.5 | 1.7 | 22.0 | 2.78 | 46 |
| Physical Access | 11.9 | 44.1 | 18.6 | 3.4 | 0.0 | 22.0 | 2.83 | 46 |
| Registration | 41.0 | 37.7 | 13.1 | 6.6 | 0.0 | 1.6 | 3.15 | 60 |
| Science Labs & Equipment | 8.9 | 23.2 | 28.6 | 5.4 | 0.0 | 33.9 | 2.54 | 37 |
| Services For Students With Disabilities | 3.6 | 14.5 | 3.6 | 0.0 | 1.8 | 76.4 | 2.77 | 13 |
| Student Activities | 5.0 | 18.3 | 10.0 | 1.7 | 1.7 | 63.3 | 2.64 | 22 |
| Testing Lab Services | 19.3 | 33.3 | 24.6 | 1.8 | 0.0 | 21.1 | 2.87 | 45 |
| Writing Lab Services | 5.3 | 21.1 | 7.0 | 0.0 | 0.0 | 66.7 | 2.95 | 19 |

* In calculating the 'Rating' for each category, the 'Did Not Use' responses were not included.



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# Section VI: Evaluation of NVCC Instruction, Services, and Facilities By Woodbridge Campus Respondents

## Evaluation of NVCC Education:

Table 21 presents the ratings given by Woodbridge Campus graduates on their overall NVCC educational experience. Over 78% of the respondents evaluated their preparation in 'Technical Knowledge in Your Area of Study' as either 'Excellent' or 'Good'. The category of 'Cooperating with Others' also had a high evaluation, with 35% of the responses being 'Excellent' and 41% of the responses as 'Good'. The lowest evaluation was for the category 'Understanding International Issues', which had an overall rating of 2.33.

**Table 21: Rating of NVCC Education, Woodbridge Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Writing Effectively | 25.0 | 41.4 | 25.0 | 2.6 | 0.9 | 5.2 | 2.92 | 110 |
| Speaking Effectively | 25.2 | 46.2 | 21.0 | 0.8 | 0.0 | 6.7 | 3.03 | 111 |
| Understanding Math | 21.9 | 36.8 | 22.8 | 4.4 | 1.8 | 12.3 | 2.83 | 100 |
| Using Computers | 18.8 | 36.8 | 27.4 | 3.4 | 0.9 | 12.8 | 2.79 | 102 |
| Understanding International Issues | 9.6 | 21.9 | 24.6 | 7.9 | 5.3 | 30.7 | 2.33 | 79 |
| Cooperating With Others | 34.7 | 40.7 | 16.9 | 2.5 | 0.0 | 5.1 | 3.13 | 112 |
| Providing Leadership | 26.7 | 36.2 | 17.2 | 7.8 | 0.0 | 12.1 | 2.93 | 102 |
| Appreciating Other Points of View | 32.5 | 43.9 | 20.2 | 0.9 | 0.0 | 2.6 | 3.11 | 111 |
| Awareness of Many Cultures | 32.5 | 35.9 | 17.1 | 3.4 | 0.9 | 10.3 | 3.07 | 105 |
| Technical Knowledge in Your Area of Study | 37.9 | 40.5 | 13.8 | 1.7 | 1.7 | 4.3 | 3.16 | 111 |
| Understanding Fundamental Scientific Concepts | 21.7 | 31.3 | 20.9 | 5.2 | 0.9 | 20.0 | 2.85 | 92 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Instruction:

The evaluations for the instruction at the Woodbridge Campus are presented in Table 22. The majority of the responses were 'Good' for the 'Quality of Instruction', 'Course Content', and 'Fairness of Grading' categories (50%, 52%, and 51% respectively). Less than 1% of the responses were 'Below Average' or 'Poor' for any of the categories.

**Table 22: Rating of NVCC Instruction, Woodbridge Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Quality of Instruction | 38.0 | 50.4 | 10.7 | 0.8 | 0.0 | 0.0 | 3.26 | 121 |
| Course Content | 35.5 | 52.1 | 10.7 | 0.8 | 0.0 | 0.8 | 3.23 | 120 |
| Fairness of Grading | 39.3 | 50.8 | 9.0 | 0.0 | 0.8 | 0.0 | 3.28 | 122 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Faculty:

Over 48% of the Woodbridge Campus graduates evaluated the 'Faculty Concern for Students' as 'Excellent', followed by 35% stating that it was 'Good'. The area of 'Faculty Teaching Ability' was evaluated slightly lower, with 52% of the graduates stating that this category was 'Good'. The areas of 'Faculty Availability' and 'Faculty Advisement' received more evaluations of 'Good' (46% and 39%) than 'Excellent'.

**Table 23: Rating of NVCC Faculty, Woodbridge Campus Respondents**

| | Excellent | Good | Average | Below Average | Poor | No Basis | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Faculty Concern for Students | 48.3 | 34.7 | 13.6 | 0.8 | 0.8 | 1.7 | 3.31 | 116 |
| Faculty Teaching Ability | 38.1 | 51.7 | 8.5 | 0.8 | 0.0 | 0.8 | 3.28 | 117 |
| Faculty Availability | 38.7 | 45.9 | 12.6 | 0.9 | 0.0 | 1.8 | 3.25 | 109 |
| Faculty Advisement | 27.7 | 38.7 | 22.7 | 5.0 | 1.7 | 4.2 | 2.89 | 114 |

* In calculating the 'Rating' for each category, the 'No Basis to Judge' responses were not included.

## Evaluation of NVCC Services and Facilities:

Table 24 presents evaluations on the Woodbridge Campus services and facilities. Over 96% of the respondents used the 'Library Facilities' which had an overall evaluation of 2.86. Over 19% of the respondents stated that it was 'Excellent' and 45% of the respondents stated that it was 'Good'. 'Cafeteria' had the lowest overall rating (2.08) with 9% of the respondents stating that it was 'Below Average' and 8% stating that it was 'Poor'.

## Table 24: Rating of College Services & Facilities, Woodbridge Campus Respondents

| | Excellent | Good | Average | Below Average | Poor | Not Used | Rating * | # Of Responses |
|---|---|---|---|---|---|---|---|---|
| | % | % | % | % | % | % | (Average) | |
| Bookstore | 13.4 | 41.2 | 34.5 | 4.2 | 5.0 | 1.7 | 2.55 | 117 |
| Cafeteria | 2.8 | 27.1 | 39.3 | 9.3 | 8.4 | 13.1 | 2.08 | 93 |
| Campus Security Services | 12.6 | 22.5 | 25.2 | 0.9 | 2.7 | 36.0 | 2.65 | 71 |
| Career & Educational Planning Services | 19.6 | 25.0 | 19.6 | 5.4 | 2.7 | 27.7 | 2.74 | 81 |
| Classrooms | 9.8 | 35.7 | 46.4 | 6.3 | 1.8 | 0.0 | 2.46 | 112 |
| Computer Labs & Facilities | 8.5 | 32.1 | 31.1 | 7.5 | 1.9 | 18.9 | 2.47 | 86 |
| Course & Program Advisement | 19.3 | 29.8 | 34.2 | 7.9 | 0.0 | 8.8 | 2.66 | 104 |
| Extended Learning Institute Services (ELI) | 21.3 | 15.7 | 7.4 | 1.9 | 0.0 | 53.7 | 3.22 | 50 |
| Financial Aid | 5.7 | 15.1 | 9.4 | 0.9 | 0.9 | 67.9 | 2.74 | 34 |
| Learning Lab Facilities | 12.0 | 15.7 | 13.0 | 0.9 | 0.0 | 58.3 | 2.93 | 45 |
| Learning Lab Services | 9.6 | 32.7 | 9.6 | 1.9 | 0.0 | 46.2 | 2.93 | 56 |
| Library Facilities | 19.8 | 45.3 | 30.2 | 0.0 | 0.9 | 3.8 | 2.86 | 102 |
| Maintenance & Custodial Services | 7.1 | 25.0 | 28.6 | 6.3 | 2.7 | 30.4 | 2.40 | 78 |
| Parking | 10.0 | 29.1 | 40.9 | 5.5 | 11.8 | 2.7 | 2.21 | 107 |
| Personal Counseling | 17.4 | 26.6 | 22.0 | 7.3 | 0.9 | 25.7 | 2.70 | 81 |
| Physical Access | 14.3 | 33.0 | 33.0 | 0.0 | 1.8 | 17.9 | 2.71 | 92 |
| Registration | 33.9 | 43.8 | 20.5 | 0.9 | 0.0 | 0.9 | 3.12 | 111 |
| Science Labs & Equipment | 6.5 | 31.5 | 22.2 | 2.8 | 0.9 | 36.1 | 2.62 | 69 |
| Services For Students With Disabilities | 2.7 | 8.9 | 6.3 | 0.0 | 0.9 | 81.3 | 2.67 | 21 |
| Student Activities | 3.7 | 12.8 | 9.2 | 2.8 | 0.9 | 70.6 | 2.53 | 32 |
| Testing Lab Services | 19.3 | 44.0 | 15.6 | 0.9 | 0.9 | 19.3 | 2.99 | 88 |
| Writing Lab Services | 9.0 | 17.0 | 6.0 | 1.0 | 0.0 | 67.0 | 3.03 | 33 |

* In calculating the 'Rating' for each category, the 'Did Not Use' responses were not included.

## Conclusion

This report presents the evaluations given by 1997 NVCC graduates who responded to the graduate survey. The survey asked students to rate their NVCC instruction in written and verbal communication skills, mathematics, computer competencies, and interpersonal skills. Graduates were also asked to evaluate the quality of NVCC instruction and faculty. In addition, graduates were given the opportunity to evaluate College services and facilities in such areas as counseling, lab services, library services, financial aid, registration, and others.

With a few exceptions, the overall evaluations for all of the categories were above average (either 'Excellent' or 'Good'). The ratings that were given for each category ranged from 2.0 ('Average') to above a 3.0 ('Good') for both individual campuses and the College. In addition, some of the categories were consistently rated high for both the College and individual campuses. For example, the category 'Technical Knowledge in Your Area of Study' had an overall rating above a 3.0 ('Good') for the College and for each campus.

The NVCC faculty was also highly rated by the survey respondents. Approximately 75% of the evaluations, pertaining to NVCC faculty, were above a rating of 3.0 ('Good') and applied to all five campuses. Similarly, NVCC instruction for both the College and individual campuses was also rated highly. All of these categories had a rating above a 3.0 ('Good').

For the most part, graduates gave high ratings to preparation, faculty, services, and facilities at NVCC. The high evaluations given by NVCC graduates are an indication of their satisfaction with the education they received at NVCC.

# APPENDIX

# 1997 GRADUATE SURVEY INSTRUMENT

{IDNUM}{IDCODE}

# NORTHERN VIRGINIA COMMUNITY COLLEGE
## Office Of Institutional Research
## 1997 Graduate Survey

Do not mark in this space

If the address label is incorrect, please make changes below.

*** CONFIDENTIAL SURVEY ***

Name _____

Address _____

_____

{NAME}
{STREET}
{CITYZIP}

1-{IDNUM}

### HOW TO FILL OUT THIS SURVEY:

PLEASE USE NO. 2 PENCIL

| RIGHT | WRONG |
|---|---|
| ● ■ ■ | ✓ ⊖ ⊗ ⊜ |

Use a dark pencil or pen. To mark an answer, color in the circle next to the response of your choice. Do NOT mark answer with a check and do NOT circle it. See example below. After you have answered all the questions, please return this survey to NVCC using the pre- paid return envelope. This survey should take about 10 minutes to complete.

## Section A : Educational Goals

Please answer all questions in Section A. Fill in the one box for each question that best describes your situation.

1. When you were attending NVCC, what was your primary goal?
   - Transfer to four-year college/university
   - Career training to enter work force
   - Improvement of job skills
   - Personal enrichment

2. Did your goal change while attending NVCC?
   - Yes
   - No

3. Was your educational goal achieved?
   - Yes
   - No

4. What is the HIGHEST degree you plan to earn in the future?
   - No degree
   - Associate degree
   - Bachelor's degree
   - Master's degree
   - Doctorate or Professional degree

5. What is your current occupational status?
   - Full-time employment (35 or more hours/week)
   - Part-time employment (Less than 35 hours/week)
   - Part-time employment but seeking full-time employment
   - Not employed but actively seeking employment
   - Not employed and not actively seeking employment

## Section B : Current Educational Status

If you are currently a student, answer the questions in Section B. Fill in one box for each question.
If you are NOT currently a student, skip this section and go to Section C.

6. What is your current educational status?
   - Full-time student (Taking 12 or more credits)
   - Part-time student (Taking fewer than 12 credits)
   - Not a student (Go to Section C, skip Section B))

7. Name of the college/university you presently attend:

_____

8. What is your present major field of study?

_____

9. Is your present major:
   - Related to your NVCC major
   - Not related to your NVCC major

10. How do you rate your NVCC education as preparation for your present college studies?
    - Excellent Preparation
    - Adequate Preparation
    - Inadequate Preparation

11. Did you have difficulty in transferring most of your NVCC credit hours to your transfer college?
    - No (or Not Applicable)
    - Yes - What was the major reason for the difficulty?
      - Some NVCC credits were transferred as electives only
      - Entirely new field of study at transfer institution
      - Other_____

## Section C : Current Employment Status

If you are currently employed (full or part-time), fill out this section. Otherwise skip this section and go to Section D.

12. Please provide the following information about your current job (abbreviate if necessary).

    Name of Employer _____

    Street Address _____

    City, State, Zip _____

13. What is your job title? _____

## Section C: (Continued) 1997 Graduate Survey

14. Is your current job related to your NVCC degree/certificate?
    - Yes - Related
    - No - Not Related

15. When did you obtain your current job?
    - Before attending NVCC
    - While attending NVCC
    - After graduating from NVCC

16. Did your NVCC education help you obtain your current job?
    - Yes
    - No

17. Did your NVCC education help you - (mark all that apply)
    - Get a salary increase in your job?
    - Gain a promotion?
    - Get a better job with new employer?
    - Other (specify)_____

18. What is your annual gross income before deductions? (DO NOT include overtime)

$

## Section D : Assessment of College Instruction

19. Considering your OVERALL experience, rate your education at NVCC. Fill in only one box for each question.

| | Excellent | Good | Average | Below Average | Poor | No Basis to Judge |
|---|---|---|---|---|---|---|
| A. Writing Effectively | | | | | | |
| B. Speaking Effectively | | | | | | |
| C. Understanding Mathematics | | | | | | |
| D. Using Computers | | | | | | |
| E. Understanding International Issues | | | | | | |
| F. Cooperating With Others | | | | | | |
| G. Providing Leadership | | | | | | |
| H. Appreciating Other Points of View | | | | | | |
| I. Awareness of Many Cultures | | | | | | |
| J. Technical Knowledge in Your Area of Study | | | | | | |
| K. Understanding Fundamental Scientific Concepts | | | | | | |

20. In the next section, please rate the instruction and faculty at NVCC. Fill in only one box for each question.

| | Excellent | Good | Average | Below Average | Poor | No Basis to Judge |
|---|---|---|---|---|---|---|
| INSTRUCTION: | | | | | | |
| A. Quality of Instruction | | | | | | |
| B. Course Content | | | | | | |
| C. Fairness of Grading | | | | | | |
| FACULTY: | | | | | | |
| A. Faculty Concern for Students | | | | | | |
| B. Faculty Teaching Ability | | | | | | |
| C. Faculty Availability | | | | | | |
| D. Faculty Advisement | | | | | | |

## Section E : Assessment of College Services & Facilities

21. Please rate each of the items below by filling in only one box for each question.

| | Excellent | Good | Average | Below Average | Poor | Did Not Use |
|---|---|---|---|---|---|---|
| 1. Career & Educational Planning Services | | | | | | |
| 2. Personal Counseling | | | | | | |
| 3. Course & Program Advisement | | | | | | |
| 4. Testing Lab Services | | | | | | |
| 5. Learning Lab Services | | | | | | |
| 6. Writing Lab Services | | | | | | |
| 7. Extended Learning Institute Services (ELI) | | | | | | |
| 8. Registration | | | | | | |
| 9. Financial Aid | | | | | | |
| 10. Student Activities | | | | | | |
| 11. Campus Security Services | | | | | | |
| 12. Bookstore | | | | | | |
| 13. Services for Students with Disabilities | | | | | | |
| 14. Maintenance & Custodial Services | | | | | | |
| 15. Classrooms | | | | | | |
| 16. Science Labs & Equipment | | | | | | |
| 17. Computer Labs & Facilities | | | | | | |
| 18. Library Facilities | | | | | | |
| 19. Learning Lab Facilities | | | | | | |
| 20. Parking | | | | | | |
| 21. Cafeteria | | | | | | |
| 22. Physical Access | | | | | | |



Thank you for your time. Write any comments on the next page. Mail survey using pre-paid envelope, NO postage is required.